



Senior Claims Representative

Class Code	FLSA Status	EEO Category	Represented Status	Salary Grade	Effective Date	Resolution #	Pages
254	Exempt	2 – Professionals	AFSCME	7	REV 3/07	935	1 of 2

DEFINITION: Under general supervision; investigates, evaluates, adjusts, and resolves complex property damage, personal injury, bodily injury, wrongful death, and other related claims; litigates Small Claims Court suits, conducts pre-trial investigation, and monitors litigation to protect the financial viability of the District.

REPORTS TO: The Risk Manager, or designee

REPRESENTATIVE FUNCTIONS may include, but are not limited to:

- Investigates, evaluates, adjusts, and resolves vehicle liability, general liability, and other types of claims filed against the District.
- Conducts periodic reviews, and maintains reserves.
- Settles claims within authority, or transmits formal statutory notice of claim insufficiency or rejection.
- Responds in a timely manner to accident scenes, and supervises on-scene investigations.
- Conducts investigations in cooperation with law enforcement, fire, and paramedic personnel of the various jurisdictions within the District.
- Reports on claim files to the Office of the General Counsel, or to the District's excess carrier, depending upon the degree of financial exposure.
- Locates witnesses using basic skip-trace techniques.
- Detects fraudulent claims, and works with local District Attorneys Office and/or the FBI to prosecute offenders, as warranted.
- Refers claims to the General Counsel's office for appointment of outside investigators and/or accident reconstruction experts, when appropriate.
- Represents the District in Small Claims Court litigation matters, including evening sessions.
- Represents the District at Mandatory Settlement and Case Management Conferences in Municipal and Superior courts to supplement the arguments of house counsel.
- Conducts suit searches, and transports witnesses to court as required.
- Refers inquiries from media representatives to the Media Affairs Manager.
- Performs related duties as required.



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MINIMUM QUALIFICATIONS:

Knowledge Of: Basic legal and medical terminology; drafting; basic rules of evidence; theories of tort law; relevant sections of California’s Code of Civil Procedures, Vehicle Code, Government Code, Insurance Code and Penal Code; familiarity with the Americans With Disabilities Act (ADA), and advanced liability adjusting procedures including complex liability issues, major property damage assessment, and complex personal and bodily injury damage assessment; civil litigation processes; methods of alternative dispute resolution; advanced scene investigation techniques; evidence preservation; investigative photography; methods of negotiation; principles and practices of business letter and report writing; current office procedures including current software for word processing, spreadsheets, and presentation at the intermediate level of proficiency.

Ability To: Collect, analyze, and evaluate physical and documentary evidence; communicate clearly and concisely both orally and in writing with District staff, legal and medical professionals, and members of the general public including accident victims and witnesses; conduct exhaustive and informative witness interviews; handle interviews and incidents with diplomacy and tact in stressful situations; drive to various locations within the District in a timely manner; take detailed handwritten and recorded statements; prepare accurate and complete investigative reports, and maintain related records; operate video and photographic equipment; perform algebraic calculations; know and understand District operations and observe safety rules; analyze defective and damaged equipment; interpret work orders; collaborate effectively with legal staff in preparing insurance claims for litigation and arbitration; make sound, independent recommendations for settlement; manage time effectively under multiple deadlines; and establish and maintain effective relationships with those contacted in the course of work using principles of excellent customer service.

Experience: Five (5) years of increasingly responsible experience in the investigation, evaluation, adjustment, and resolution of complex personal injury and property damage liability claims, including two (2) verifiable years of litigation management.

Education: Equivalent to a Bachelor’s degree from an accredited college or university in business administration, public administration, law, or a related field. Additional years of experience of up to two (2) years maximum may be considered as a substitute for the required education on a year-for-year basis, provided this experience includes verified and certified participation in insurance carrier sponsored or approved classes, seminars, or workshops.

Special Requirements: (1) Must be willing to work outside regular business hours, with flexibility as to days off; and (2) be accountable to the District for specialized equipment furnished by the District.

Physical Requirements: (1) Must maintain the physical condition necessary to conduct field accident investigations, including the ability to: safely driving a District issued automobile; enter and exit vehicle quickly and frequently; stand, walk, and climb bus stairs frequently; grasp, lift, hold, and manipulate light items under twenty (20) pounds frequently, such as laptop computers, cell phones, clipboards and writing implements; and stoop, bend, squat, climb, kneel, and twist frequently. (2) Must maintain the physical ability necessary to perform tasks in an office setting, operating multiple computers, keyboards, and other peripheral equipment.

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This Class Specification is intended to present a descriptive list of the range of essential functions performed by an incumbent in this class, but is **not** intended to reflect all duties performed within the job.

Established 2/96.
First revision 3/07

Approved by Rick Fernandez, General Manager

Date